

Promising Practice: Cook Inlet Tribal Council, Inc.'s Wrap-around Service Delivery Model

Cook Inlet Tribal Council, Inc. (CITC), implemented their wrap-around service model to provide an array of services to Health Professions Opportunity Grant (HPOG) participants. The CITC HPOG program is promising because they are housed under the umbrella of employment and training services department where the HPOG participants can receive additional supportive services to alleviate barriers to success that once prevented participants from enrolling in higher education and training programs in the healthcare field. The focus of the CITC programs is to provide a holistic approach of wrap-around services to participants to ensure they are successful in completing their training and in securing employment. To achieve this goal, CITC has organized many of their core services so they are in one location.

CITC is a designated satellite One Stop Job Center in Anchorage, Alaska that offers a job center to provide an array of resources to HPOG participants who complete training. In addition, municipal and State services are located in the same facility to better serve participant's needs. The wrap-around concept helps streamline processes and deliver services more quickly to participants and also helps prevent the silo effect in service delivery. HPOG receives referrals from TANF and provides joint case management and support services for HPOG participants.

Another way CITC has streamlined services is through the establishment of a central intake process, data system, release of information, and assessment of needs. This allows a participant to access services they initially need and makes available the other services they potentially need to be successful. The services CITC offers include Tribal TANF, childcare assistance, drop-in childcare, One Stop Center, youth services, Tribal vocational rehabilitation, life skills/subsidized work experience, and crisis intervention. CITC's onsite partners are the State's Food Stamp agency, Medicaid, Alaska Department of Labor, and Cook Inlet Housing Authority. The CITC and particularly the HPOG staff are trained to help the participants move forward in all aspects of their lives.

Other grantees can replicate this model by exploring the option to invite a partner to co-locate to their facility or place a HPOG case manager in the One Stop or TANF location. This type of service delivery helps to track a participant's progress, identify potential challenges and successes, and make needed services more easily available.